

REVENUE COLLECTOR

DISTINGUISHING FEATURES

The fundamental reason the Revenue Collector exists is to perform a variety of responsible collection work providing courteous customer assistance in receiving and accepting payments owed to the City in the Customer Service Department. This classification is not supervisory. Work is performed under general supervision by the Revenue Recovery Manager.

ESSENTIAL FUNCTIONS

Identifies, researches and takes appropriate collection action on past due utility, sales tax and license fee accounts. Verifies and reviews receivable reports for the highest level of collection follow-up accuracy.

Makes customer contact with individual and businesses to collect. Seeks out innovative ways to increase the efficiency and improve the collection process.

Requests a variety of collection letters and notices. Lien documents are researched and filed. Handles customer inquiries daily in person by telephone and in writing.

Documents collection effort completely and accurately.

Maintains collection statistics and dollars collected for individual performance standards.

Assists citizens by negotiating payment arrangements. Makes suggestions and submits ideas to improve quality of collection work.

Supports other staff members and is a team player by helping other personnel with their job duties.

MINIMUM QUALIFICATIONS

Knowledge, Skills, and Abilities

Knowledge of:

Public contact techniques.

General office procedures and basic bookkeeping practices.

Collection techniques and processes.

General accounting principles and practices.

Ability to:

Work under stressful situations dealing with angry and upset customers.

Exercise initiative in setting work priorities and working independently.

Comprehend and make inferences from written material and verbal and/or written instructions.

Meet and deal effectively and courteously with delinquent account holders.

Establish and maintain effective working relationships with co-workers, supervisors and the general public.

Negotiate payment arrangements.

Communicate information concerning City ordinances, policies and procedures.

Make complex arithmetic computations and prepare statistical reports.

Operate a variety of standard office equipment including a computer terminal, a variety of computer software, telephone, calculator copy and fax machine requiring continuous and repetitive arm, hand and eye movement.

Listen and communicate effectively both orally and in writing with a diverse group of people.
Maintain regular consistent attendance and punctuality.

Education & Experience

Any combination of education and experience equivalent to eighteen months of combined collection and public contact work. Experience with a governmental agency and computerized record keeping system is preferred.

FLSA Status: Non-exempt

HR Ordinance Status: Classified